Lifetime Mortgage Drawdown+

Terms and Conditions (version 3)

This is an important document. Please keep it in a safe place.

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Terms and Conditions

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Welcome to LV=, and thank you for choosing our Lifetime Mortgage Drawdown+.
These conditions, your mortgage offer and mortgage deed (or standard security in Scotland), together with your application, any declarations you have made and any documents we send you confirming changes to your mortgage form a contract between you and LV Equity Release Limited. The contract starts on the date stated in your mortgage offer.

You can get this and other documents in Braille, large print or on audio, by contacting us.

Find out how we use your personal information, and what rights you have by visiting **LV.com/dataprotectionlife**. Please let us know if you'd like us to send you a copy, or have any questions. This includes who we are, how long we hold your information, what we do with it and who we share it with.

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Definitions

This section explains what we mean when we use the words listed below in the mortgage offer, these terms and conditions, and any documents we send you to confirm any changes to the mortgage.

We explain them because this is a legal document. In some cases they may have other meanings in every day use. We have highlighted these words in bold so you know when they apply (other than personal terms such as 'you' and 'we').

'**you**' and '**your**' – means the person named as the borrower in the mortgage offer and the mortgage deed. If the **mortgage** is taken out in joint names this is either or both of you.

'**we**', '**us**' and '**our**' – means LV Equity Release Limited. This includes any company to which we transfer the **mortgage** or any rights under the **mortgage**.

'additional borrowing' – means any amount of money we may lend you once the **cash facility** has been exhausted. **Additional borrowing** will be paid in a lump sum amount and will not increase the **cash facility.**

'cash facility' – means the cash reserve facility agreed in your mortgage offer as part of your original lifetime mortgage.

'**early repayment charge**' – means a charge you must pay if you decide to repay the **starting loan**, any further **withdrawals** you make, or **additional borrowing**. The charge only applies if you repay some or all of your **starting loan** or further **withdrawal** in the first 10 years. For further **withdrawals** the 10 years will start from the date of your **starting loan.** For **additional borrowing** the 10 years will start from the date of the **additional borrowing**. This is explained in more detail on page 4.

'**lending criteria**' – means the types of property that we'll lend on and customer/applicant eligibility. This is regularly reviewed and may change from time to time. We will always apply our current lending criteria to any applications and this is available upon request.

'**loan**' – means all amounts we've lent you, which includes your **starting loan,** any further **withdrawals** or **additional borrowing** you take but excludes any interest on such amounts.

'**long term care**' – means care you receive away from your **property** permanently due to a physical or mental condition which results in you being either

- unable to safely make decisions on your own, or suffering from memory loss, or confusion

or

- unable to independently carry out two or more of the following everyday activities – bathing, dressing, eating, toilet use and walking or transferring (for example getting out of bed or a chair)

and

- it's very likely you won't be able to return to your **property** to live in on a permanent basis

Long term care can mean either in an institution such as a nursing home, or moving in with family or friends.

If you do go into **long term care**, we may require a certificate signed by an appropriately qualified doctor to confirm that these conditions have been met. If we require a certificate we'll let you know.

'**mortgage**' – means, the agreement between you and us set out in the mortgage deed, these conditions, the mortgage offer and any other documents agreed by you and us to be part of the agreement.

'**personal representatives**' – This is a legal term given to the person or people who are legally responsible for dealing with your affairs after you've died. If you have a will, this will be the person who you have named in your will to manage your affairs when you die. This person is called the 'executor'. If you don't have a will the courts will appoint someone, usually a family member, to manage your affairs. This person is called an 'administrator'.

'**property**' – means your property described in the mortgage deed and any rights or interest in it.

'starting loan' – means the initial amount we lend to you under this **mortgage.**

'**total debt**' – means the **loan**, plus interest, plus any **early repayment charges** and other amounts which you owe now or in the future under the **mortgage**.

'withdrawal' – means any further amount we lend you from the **cash facility** after the **starting loan.**

Our Drawdown+ Lifetime Mortgage

The Lifetime Mortgage Drawdown+ is designed to let you release some money from your home now in the form of a **starting loan**, with access to **withdrawals** later on, if you need them.

Interest on the **starting loan** is calculated from the date your **mortgage** starts, using the fixed interest rate detailed in your mortgage offer. Interest on each further **withdrawal** is calculated from the date that **withdrawal** is made using the fixed interest rate available at the time we send you your payment. Interest is added to the amount you owe daily and is compounded yearly from the date the money is sent to you until the end of the day before the **total debt** is repaid. If the **total debt** is not repaid at the time it is due under these terms and conditions, interest will continue to be charged until the **total debt** is repaid in full.

You don't actually pay any of this interest until the **loan** is repaid, which normally happens when you die or go into **long term care.**

Access to further borrowing

Withdrawals

Access to **withdrawals** is not guaranteed and circumstances in which the **cash facility** may be reduced or removed include:

- If your **property** value has decreased, meaning that the total of the **loan** and charges exceeds the maximum loan available at the time of applying for a **withdrawal,** based on your age and **property** value at the time;
- Where the **total debt** exceeds your **property** value;
- Where you have breached these terms and conditions;
- Where we no longer offer new Lifetime Mortgage Drawdown+ products; or
- We have reason to believe the **withdrawal** is contrary to a law, regulation or code which applies to us.

In the unlikely event that we require a valuation to be undertaken at the point of a **withdrawal,** we can arrange for a valuation to be carried out on your **property**.

If we no longer offer new Lifetime Mortgage Drawdown+ products, and in the unlikely event that we subsequently remove access to the **cash facility** for all Drawdown+ customers, the **early repayment charge** will be waived if you decide to fully repay your lifetime **mortgage**.

Where you are joint borrowers and own your **property** as either joint tenants or tenants in common, on the death of a joint borrower, we may allow the surviving borrower to continue to make **withdrawals**. Where such a **withdrawal** is approved, we are under no obligation to notify any third party or provide them with any information regarding the **withdrawal**.

Additional borrowing

You may be able to apply for **additional borrowing** in the future, once you have taken all **withdrawals** available under the **cash facility. Additional borrowing** will allow you to release an extra sum of money and will be on the terms and conditions at the time.

A valuation will need to be carried out on your **property.** Your **property** must also meet our **lending criteria** at the time of your application for **additional borrowing.** Our **lending criteria** may be different from those applied at the time of your original lifetime mortgage offer. Access to **additional borrowing** is not guaranteed.

Please refer to your mortgage offer for more information on access to all further borrowing.

What happens if you die or go into long term care?

The **mortgage** allows you to release money from your **property** now with the amount you've borrowed including interest, to be repaid when you die or go into **long term care**. Usually this **total debt** is repaid from the money received from the sale of your **property**. But you or your **personal representatives** may decide you don't want to sell your **property** and repay the **total debt** with other money.

We understand this will be a difficult time. So to give everyone involved time to decide how best to repay the **total debt** and sell your **property** if necessary, we allow 12 months from the date of death or move into **long term care** for the **total debt** to be repaid.

We've explained below in more detail when you or your **personal representatives** will need to repay the **total debt**.

If you die:

If you die and the **total debt** hasn't been repaid, your **personal representatives** will be responsible for repaying the **total debt** within 12 months. We won't apply an **early repayment charge**.

If this is a joint **mortgage** the **total debt** will only need to be repaid within 12 months after the last surviving borrower has died. We won't apply an **early repayment charge** when the **total debt** is paid after the last surviving borrower has died.

We also won't apply an **early repayment charge** on a joint **mortgage** where one of you has died and a repayment is made within 3 years of the date of death.

After 12 months, if your **property** hasn't been sold by your **personal representatives** we can sell your **property** as explained in section B2.

If you go into long term care:

If you have to leave your **property** to go into **long term care** you'll have 12 months to repay the **total debt**. You'll only have to do this if it's unlikely that you'll be able to return to your **property**. We won't apply an **early repayment charge**.

Once again, if this is a joint **mortgage** the **total debt** will only need to be repaid within 12 months after the last borrower has gone into **long term care**.

We also won't apply an **early repayment charge** on a joint **mortgage** where one of you has moved into **long term care** and a repayment is made within 3 years of the date of the move.

After 12 months, if your **property** hasn't been sold by you (or if you've died, by your **personal representatives**) we can sell your **property** as explained in section B2.

If the total debt is greater than the amount your property is sold for:

We guarantee that if the **total debt** is greater than the amount your **property** is sold for when the **total debt** is repaid, neither you, nor your **personal representative** will be asked to make up the difference. We call this a 'no negative equity guarantee'.

The no negative equity guarantee applies when the **total debt** is repaid from the sale of your **property**, for example it will apply if your **property** is sold when you die or go into **long term care**. If the guarantee is used, we'll pay for a professional valuation to be carried out so we can value your **property** before it's sold. We'll also need to agree the sale price is in line with market conditions at the time, before we'll honour the guarantee. The no negative equity guarantee will not apply where a serious breach has occurred. What we determine to be a serious breach is covered in more detail within section B3.

What happens if you want to repay all or part of your lifetime mortgage?

If you repay all of the total debt

You can repay the **total debt** at any time. If you do, depending on when you repay your **starting loan** and any further **withdrawals, early repayment charges** might apply. We explain how these are calculated on the next page.

You can also find more detail in your mortgage offer in the section called 'what happens if I don't want this mortgage any more?'

If you repay part of the total debt

You may decide that you only want to pay off part of the **total debt**. You can do this at any time. The only limitations we apply are that the part of the **total debt** you're repaying is at least £50, and the remaining **total debt** following repayment is no less than £10,000.

If you repay part of your **loan,** this won't mean that your **cash facility** is increased by the amount you repay.

It's important to be aware that if you do decide to repay part of the **total debt** early, an **early repayment charge** could apply. We explain this in more detail in the next section.

What early repayment charges will apply if you repay all or part of the total debt

If you do decide to repay all or part of the **total debt** we'll make the following **early repayment charges:**

- If the repayment is used to repay the **starting loan** or a **withdrawal** within five years of the date the **starting loan** was sent to you, we'll charge you 5% of the **loan** amount you repay.
- If the repayment is used to repay the **starting loan** or a **withdrawal** between five and ten years of the date the **starting loan** was sent to you, we'll charge you 3% of the **loan** amount you repay.
- If the repayment is used to repay your **loan** after 10 years, no **early repayment charge** will apply

If you have taken any **additional borrowing,** the period in which an **early repayment charge** is due will be based on the date the **additional borrowing** was sent to you.

When we work out **early repayment charges,** each year is calculated at the anniversary from when you received your **starting loan** or **additional borrowing.** For example if you receive your **starting loan** on the 3 January 2020, the anniversary will be on 3 January the following year. So if the **starting loan** is taken out on 3 January 2020 and no other **additional borrowing** is taken, the **total debt** could be repaid early from 3 January 2030 with no **early repayment charge**.

There are some circumstances in which you won't have to pay an early repayment charge:

- You repay the **starting loan** or any **withdrawal** after 10 years from the date of the **starting loan**.
- You repay any **additional borrowing** after 10 years from the date of the **additional borrowing**.
- You, or if you are borrowing with someone else, the last borrower, either die or move into **long term care** permanently.
- When one borrower (on a joint mortgage) passes away or moves into **long term care** and a repayment is made within 3 years of the date of death or move.
- If you move home and transfer your lifetime **mortgage**. If you do move, a valuation will be required on the new property. We'll then agree the new **loan** amount and if it's less than the amount lent under this mortgage, no **early repayment charge** will apply to the amount you need to repay.
- You fully repay your lifetime **mortgage** after 5 years and move to sheltered accommodation.
- You fully repay your lifetime **mortgage** after 5 years and move to a property you wished to transfer your lifetime **mortgage** to that did not meet our **lending criteria**. See section A6.
- The **total debt** is reduced or fully repaid using the money from an insurance company following damage to your **property**. We explain this in more detail in section A7.
- You repay up to 10% of the amount of the **starting loan** plus any **withdrawals** in line with the criteria set out in the following paragraphs.
- Where we no longer offer new Lifetime Mortgage Drawdown+ products and access to the **cash facility** is subsequently removed for all Drawdown+ customers and you decide to fully repay your lifetime **mortgage**.

Repay up to 10% early, with no early repayment charges

As soon as your original **loan** completes, you can make repayments without paying an **early repayment charge**.

There are some rules, though:

- You can only repay up to 10% of your **starting loan** plus any **withdrawals** you have made, not including any interest or **additional borrowing**, each loan anniversary year.
- You can make unlimited repayments of at least £50 each loan anniversary year, as long as when combined, they do not exceed the 10% allowance.
- Any further repayments over 10% will incur an **early repayment charge**.
- If you don't use your 10% allowance, it won't carry over to the next year.

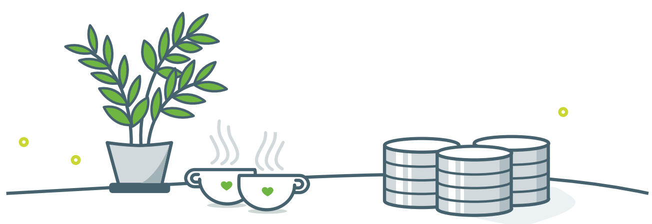
What if you've borrowed some extra money from us?

You may have added to your **starting loan** by borrowing some extra money from us as either a **withdrawal** or **additional borrowing**. If this is the case, you can make early repayments without paying a charge. The same rules as above will apply, plus:

- The amount you can pay without an **early repayment charge** is based on 10% of your **starting loan** plus any **withdrawals** you have made, not including any interest or **additional borrowing**.
- We calculate when you can make repayments based on the anniversary of when you took out your **starting loan**.
- We'll first use the money to reduce whichever of the **starting loan**, **withdrawal** or **additional borrowing** attracts the highest interest rate (and so on if there is more than one **withdrawal** or **additional borrowing**).
- If any of the **starting loan**, **withdrawal** or **additional borrowing** have the same interest rate, we'll reduce the oldest one first.

We'll apply your early repayment to the total amount you owe – in other words, the **loan** and any charges plus the interest on it.

To help you understand how we work out the **early repayment charges**, we've used an example on the next page.



Here's an example to help you see how paying off some of your Lifetime Mortgage might work

In 2018, Mary uses a Lifetime Mortgage to borrow £90,000. The interest rate for this example is 6.5%. Five years later she inherits £30,000 and decides to use it to pay off some of her Lifetime Mortgage.
At that time she owes:

The loan amount = £90,000
The interest that has built up = £33,308
Total = £123,308

Mary can pay off 10% of the original loan amount without paying an early repayment charge.

10% of £90,000 = £9,000

So £9,000 of the £30,000 Mary pays off won't incur an early repayment charge. The other £21,000 will.

We'll start by working out how the first £9,000 of Mary's repayment works.

As we saw in the first section above, Mary owes a total of £123,308. So paying off £9,000 means she is paying off 9,000/123,308 of the total amount she owes. This works out to be 7.299% of what she owes. So, she can pay off 7.299% of the original loan and 7.299% of the interest she owes.

7.299% of the loan amount: 7.299% of £90,000 = £6,569
7.299% of the interest: 7.299% of £33,308 = £2,431
Total paid off = £9,000

Mary could pay off another £9,000 next year without paying an early repayment charge.

Now, we'll work out how the other £21,000 of Mary's repayment works

Mary has just paid off £2,431 of interest. So, the interest she owes is reduced to:

£33,308 - £2,431 = £30,877

Mary has just paid off £6,569 of the original loan. So, the amount she owes is reduced to:

£90,000 - £6,569 = £83,431

She is now going to be paying off some more of the £83,431 she still owes. There will be an early repayment charge of 3% on this. So, we work out what that charge would be if she were to repay the whole amount.

3% of £83,431 = £2,503

So, if Mary wanted to repay the whole amount she owes, she would have to pay:

Remainder of the interest = £30,877
Remainder of the loan amount = £83,431
Early repayment charge = £2,503
Total = £116,811

Mary isn't going to pay off the whole £116,811. She is going to pay off £21,000 of it. That means she is paying off 21,000/116,811 of the total amount she owes. That works out to be 17.978% of what she owes. So the £21,000 that Mary pays is split like this:

She pays off 17.978% of the remaining loan amount: 17.978% of £83,431 = £14,999

She pays an early repayment charge of 3% of the £14,999 she's paying off: 3% of the £14,999 = £450

She pays off 17.978% of the remaining interest: 17.978% of £30,877 = £5,551

Total paid off = £21,000

How much Mary now owes

Original loan amount – £90,000
Paid off without early repayment charge – £6,569
Paid off with early repayment charge – £14,999
Amount still owed = £68,432

Interest owed – £33,308
Paid off without early repayment charge – £2,431
Paid off with early repayment charge – £5,551
Interest still owed – £25,326

In total Mary now owes £68,432 + £25,326 = £93,758

Section A – what you need to do during the term of the mortgage

We know that most people are very proud of their property and will make every effort to keep it insured and in good repair. However you'll appreciate that not everyone looks after their property as they should. To protect our interest in your **property** we include all of the things you must do as part of these conditions.

You'll see a lot of what we've included are things you already do but there are also things specific to the **mortgage**.

It's important you understand this section, because if you don't do something you're expected to as part of the **mortgage**, it could mean you having to repay the **total debt** before you're ready to.

If you're unsure about anything in this section speak to your solicitor.

A1 – Maintaining your property

As we've based your **mortgage** on the value and condition of your **property**, we need to make sure you maintain and look after it. This is so the value of your **property** is maintained.

We ask that you keep your **property** in good order and carry out any necessary repairs which you've agreed to do as part of the **mortgage**. So, for example if a valuer has recommended work to remove damp from your **property**, you will need to carry this work out.

In addition to what we've asked, you may also find in the future you need to carry out additional maintenance from time to time which we don't yet know about. There are also certain legal obligations which apply to all property owners. If these arise you'll still need to make sure the work is carried out.

Important

Because we want to make sure the value of your property is maintained, if you don't do any of the things you've agreed to do, we may have to do them for you.

A2 – Pay costs relating to your property

As part of these conditions, you agree to pay any costs you would normally be expected to pay for your **property** to maintain it until the **total debt** is repaid. For example, any rent, service charges, utilities and taxes which you have to pay as part of owning your **property**.

A3 – Making changes to your property

If you want to make any change to your **property** you'll need to check with us first. This is to make sure we're happy with the changes and they don't affect the value of your **property** being sold in the future.

Any changes we allow you to make must be kept to any conditions we've set and you'll also have to pay for all costs which we've had to pay, when considering each change. An example would be surveyor costs or the cost of taking advice from a solicitor.

Changes that you may want to make to your **property** could be to:

- create, release or change any rights affecting or benefiting your **property**. This could include selling all or part of your garden or allowing another property access through your **property**.

or

- change or build an extension to your **property** whether planning permission is needed or not

or

- start up a business from your **property**.

Changes that would impact our mortgage

Although any changes you may decide to make in the future may not be specifically to your **property**, they may still impact the interest we have in your **property**.

So before you do any of the following you'll need to check with us first.

- If you let your **property**

or

- If you change the legal ownership of your **property**, for example from joint tenants to tenants in common

or

- If you give your **property** away – for example you could decide to change the ownership of your **property** to someone in the family

or

- If you get a mortgage, charge, restriction or other form of security over your **property** in favour of any other person such as taking a second mortgage or a loan secured on your **property**.

Changes to those living in your property

When you take out this **mortgage** we'll ask you to confirm who lives in your **property**. If anyone else who is 17 or over moves into your **property** after you take out this **mortgage**, you must tell us. They'll need to sign an occupancy waiver releasing any rights they might have to your **property**.

Buying any land or developing your property

You may in the future decide that you want to buy additional land attached to your **property**. If you do want to do this, you'll need to let us know as we'll want to make sure this doesn't affect the interest we have in your **property**. To illustrate when our interest could be affected we've used two examples below.

Increasing your garden size

You may be able to extend your garden in the future by buying some land from your next door neighbour. It's very unlikely that making a garden bigger would be a problem as this doesn't usually reduce the value nor have an affect on your **property**.

Buying land to build a development

You could find yourself in the future being in a position to buy some more land to use together with some of your land to build something like a block of flats. Clearly this is very different to extending your garden and could have a serious impact to your **property**. If this were to happen, we would need to consider the impact on the value of your **property**. Generally a detached house with a large garden would have a higher value than a property with a small garden that is now part of a development.

These examples are designed to illustrate what changes we may or may not consider seriously affect our interest in your **property**. It's not always easy to know what will affect our interest in your **property**.

So, if you are thinking of making any changes to the land which it is connected to, or will become part of your **property**, please contact us first.

A4 – Living in your property

As part of these conditions, your **property** can only be used for living in. This means that nobody living in your **property** can run a business from it, and you can't let out its rooms, unless we've agreed to it.

A5 – Leaving your property

Leaving your property for more than 30 days

If you're planning on leaving your **property** for more than 30 days you'll need to contact us, letting us know when you're leaving and when you plan to return. This will also allow us to understand what arrangements you have put in place for someone to check up on your **property** regularly while you're away.

In most situations, if you have provided us with notice and made arrangements for your **property** to be checked and insured while you are away, we will provide our agreement straight away. If you leave your **property** without our agreement for more than 30 days and without moving into **long term care**, we may require the **total debt** to be repaid.

It's important to remember if you're planning on leaving your **property** for more than 30 days, you should check you have the correct home insurance. Most insurers won't cover you if you leave your **property** empty for longer than this. If you're planning on leaving it empty, with no one living in it while you're away, you may need to change your home insurance to cover your **property**.

Leaving your property permanently

If you leave your **property** permanently you'll need to let us know before you leave, giving us at least 30 days notice in writing. As part of this **mortgage** we require you to live in your **property** and maintain it. If you leave your **property** permanently you'll have to repay the **total debt**.

We'll give you 30 days to repay the **total debt** from when you left your **property**. If, after this time the **total debt** hasn't been repaid by you we have the right to sell your **property**. Of course, if the reason for leaving your **property** is because you're going into **long term care**, then you have up to 12 months to repay the **total debt**. We explain this in more detail in section 'What happens if you die or go into long term care?' on page 4.

A6 – Selling your property

Transferring your lifetime mortgage

If you want to move home and transfer your lifetime mortgage to your new home, you can do so with our agreement. You must apply to transfer your lifetime mortgage as soon as you have found a new home and before you intend to move. Your new home must be in England, Wales or Scotland and will be owned by you. A valuation will be required on the new property. Based on this valuation, we will assess your new home against our **lending criteria** which applies at the time. Our **lending criteria** may be different from those applied at the time of your original lifetime mortgage offer. We may also ask you to pay back part of the outstanding mortgage. If this happens you won't be charged any **early repayment charges** on the amount we ask you to pay back.

However if you choose to pay back more than the amount we ask you to, then you may need to pay an **early repayment charge**. There will also be an application fee to pay if you want to move home, please see our current Tariff of Charges.

The ability to transfer your lifetime mortgage is not guaranteed and will depend on your new home being accepted by us. If, following the valuation, your new home does not meet our **lending criteria** and you still decide to move, you must repay your lifetime mortgage as part of the sale of your **property**. You may have to pay an **early repayment charge**.

Repaying your total debt

You or your **personal representatives** may decide in the future to sell your **property** and repay the **total debt**. In some circumstances you may have to get our permission before your **property** is sold. For example if your **property** is worth less than the **total debt**.

It's important to remember if the **total debt** is repaid before you die or go into **long term care** an **early repayment charge** could apply. See 'what happens if you want to repay all or part of your lifetime mortgage?' on page 4 for further details.

The value of your property is worth less than the total debt

In the section 'what happens if you die or go into long term care?' on page 4 we explain that under the **mortgage** we offer a no negative equity guarantee. This means that if your **property** is worth less than the **total debt** when it's repaid, you or your **personal representatives** won't be expected to pay the difference. If for example you decide to sell your **property** to repay the total debt, you won't have to pay the difference if the sale price is lower than the **total debt**. However, before we can honour the guarantee we'll want to make sure the sale is in line with market conditions. So, we'll pay for a valuation to be carried out so we can value your **property** before it's sold. The no negative equity guarantee will not apply where a serious breach has occurred. What we determine to be a serious breach is covered in more detail within section B3.

A7 – Insuring your property

You or your **personal representatives** must insure your **property** against loss or damage and pay all premiums when due, until the **total debt** is repaid. This is to make sure our interest in your **property** is protected against the risks associated with owning a property.

When we can ask for changes to your home insurance policy

- **Changes needed to the policy**
  We'll need to be named on the policy as well as you. If your **property** is leasehold (or the equivalent in Scotland), where the lease states the landlord will insure your **property**, our interest in your **property** will need to be added to your landlord's insurance policy as well.
- **Check the amount of cover**
  We'll need to check that the amount your **property** is insured for covers the rebuild cost as detailed in the latest valuation. You'll need to make sure the cover also increases each year with the cost of living. If the insurance is insufficient you will need to arrange additional insurance cover.
- **Check the excess**
  We'll need to check the excess on your policy to make sure it's a reasonable market amount. If the excess is too high you may need to change the terms of your insurance policy.

What you'll have to do

- **Pay all the premiums**
  As with all home insurance policies, if you stop paying the premiums the cover will stop. You must pay the premiums for your policy to make sure your **property** is insured.
- **Send us a copy of your home insurance each year**
  You'll need to send us a copy of your insurance policy so that we can check you have arranged the necessary insurance. Don't worry if you do forget, we'll send you a reminder.
- **Not do anything which will invalidate the insurance**
  You must not do anything or allow anything to happen to your **property** which results in the home insurance being invalid. An example of this is if you were fraudulent about the information you gave the insurance company when applying for or renewing the insurance, or when making a claim.
- **Contact us if the property is damaged**
  You must contact us as soon as you reasonably can if your **property** is damaged.

What will happen if you don't insure your home

If you don't insure your **property** or make any changes we have requested to the insurance, we will have the right to insure it for you at your expense. However, we have no obligation to do this for you as it's your responsibility.

We might need to insure your **property** to make sure our interest is protected against the risks associated with owning a property. We'll only take out a policy that is necessary to insure your **property** and no more. This will mean it will only be buildings insurance and won't include contents insurance.

If we have to insure your **property** we'll choose the new insurer and the type of cover. We'll charge you an administration fee for having to arrange the insurance in line with our current Tariff of Charges. We'll also charge you all of the premiums we've had to pay. You must pay these charges within 30 days of us letting you know the total amount.

What happens if you make a claim on your home insurance

Sadly, something may happen to your **property**, which will mean you'll have to claim on your buildings insurance. If this happens the following will apply:

- We may bring and settle any insurance claims relating to your **property**. If we do, this means you don't have to negotiate settling the claim as we'll do it for you.
- If the insurer pays out after you've made a claim, you must hold any money paid out relating to your **property** on trust for us. This is a legal term and means you hold it on our behalf and can't spend the money on your **property** until we've agreed you can. We do this to make sure the payment is enough to cover any work or rebuilding of your **property**.

In all cases, we won't take any longer than 21 days before we agree you can spend the money. Of course we'll always aim to be quicker than this.

If you receive a payment from the insurer for your **property**, once we agree you can spend the money, you can decide to use the money if you want to repair or rebuild your **property** if it's needed. Alternatively you can choose to repay all or part of the **total debt**.

If you decide to repay all or part of the **total debt** we won't charge you an **early repayment charge**, when one would normally apply. We explain more around repayments in section 'what happens if you want to repay all or part of our lifetime mortgage?' on page 5.

A8 – Owning shares in a management company

If you own any shares in a management company which has responsibility for any part of your **property**, these will also secure the repayment of the **total debt**. We may ask you to sign a separate document which gives us a charge over these shares which will allow us to transfer the shares to the new purchaser of your **property**, if we ever have to sell it.

A9 – Planning notices for other properties

If you receive a notice, an order or a proposal from a public authority such as your local council for planning permission relating to another property, you'll need to let us know. An example would be if a neighbour is proposing to extend their property which could affect the privacy of your **property** and affect the resale of your **property**.

All we ask is you take a copy of this and send it to us within 14 days of receiving it. The reason is so we're aware of new building work in the area. We may object to the proposal if we think it will affect your **property** or its value.

Section B – What happens if you don't follow the terms of the mortgage

In this section we explain all of the things we can do as part of these conditions. It's important you understand this, as it could mean you having to repay the **total debt** before you're ready to or paying additional costs if you don't meet these conditions.

As long as you do everything we've asked you to do in section A, it's unlikely that this section will ever apply to you. But we do have to include the conditions in this section to protect our interest in your **property** against people who aren't honest, or who don't look after their property as they should.

Remember the **mortgage** will remain secured against your **property** as long as the **total debt** remains. This means if the **total debt** isn't repaid as part of these conditions we can sell your **property**.

If you're unsure about anything in this section or section A, please speak to your solicitor who will be able to help explain.

B1 – Our legal powers

The Law of Property Act 1925 ('Property Act') gives us certain powers being a mortgage lender if you don't follow the terms of the **mortgage**. It can be complicated, so we've explained the key parts below.

We explain in section B2 when we can sell your **property**. The Property Act gives us the power to sell your **property** only if you breach these conditions. This means that as long as you meet these conditions, we can't sell your **property** to repay the **total debt**.

If we do have to sell your **property** the Property Act allows us to appoint someone known as a 'receiver' to sell your **property** on our behalf. The role of this person will be to recover as much of the **total debt** remaining if we have to sell your **property**. We explain this in more detail in section B7.

If we or any receiver we appoint have to sell or enter your **property** we won't be classed under the Property Act as being a 'mortgagee in possession'. This means you're still responsible for things related to your **property** such as environmental issues, insurance or completing any unfinished building work when it comes to selling your **property**. By us appointing a receiver to sell your **property** on our behalf we won't have this responsibility.

B2 – When we can sell your property or ask you to repay your mortgage

We use your **property** as security to make sure the **total debt** can be repaid. This means if the **total debt** isn't repaid, or can't be repaid when we ask, we can sell your **property** to repay the **total debt**.

It's important you read these conditions with your solicitor, so they can explain to you the circumstances when we may have to sell your **property**.

The total debt hasn't been repaid within 12 months of you dying or going into long term care

Part of the conditions of the **mortgage** is that the **total debt** is repaid within 12 months of you dying or going into **long term care**. If the **total debt** hasn't been repaid within this time by you (or if you've died your **personal representatives**) we can sell your **property**.

If this is a joint **mortgage** the **total debt** will only need to be repaid when the last surviving borrower has died or gone into **long term care**.

We understand sometimes properties can take longer to sell than 12 months. If your **property** is still up for sale after this time, we'll contact you or your **personal representatives** to discuss why there is a delay. If there is reason to think your **property** isn't being sold in a reasonable time, we can sell your **property**.

We won't usually sell your **property** for you as long as we believe that:

- You (or your **personal representative**) are actively marketing the property, and
- It is being marketed at a fair market value, and
- Our interest in the **property** is protected. (One example of when our interest may not be protected is if a large housing development is due to be built near your **property**, reducing its value).

We will usually take over the sale of your **property**, if we believe that:

- you (or your **personal representatives**) are not trying to sell your **property**, or
- the **property** is not actively being marketed, or the value it's being marketed at is out of line with the market value at that time, or
- our interest in the **property** is at risk (for example, if we think the value of your **property** could go down in the future).

This isn't a complete list of all the circumstances in which we would sell your **property**, but it helps you understand when this is most likely to happen.

Important

We will always sell your property for you if it hasn't sold within 12 months and the amount outstanding is greater that the market value of your property (at which point, because we offer a No Negative Equity Guarantee, a quick sale would be in our interest and at no financial loss to your estate).

It's important to remember that we'll continue to charge interest on the **loan** until it is repaid, even if this is after the 12 months we give you to repay the **total debt**.

If you don't follow these conditions

You're required as part of this **mortgage** to carry out what we've asked you to do, in both section A and section B. This includes things like maintaining and looking after your **property**. However if you don't do something you're required to do, we can after 30 days of notifying you to put this right, ask you to repay the **total debt**.

An example of this would be if we discover that you're not looking after your **property** and maintaining it. In the unlikely event of this happening we will contact you to ask you to improve the condition of your **property**. If after contacting you, you don't agree to improve the condition of your **property**, we can, if we believe the market value of your **property** has been significantly affected, ask you to repay the **total debt**.

We also explain in section A and section B things you shouldn't do as part of the **mortgage** relating to your **property**. This includes leaving your **property** permanently without notifying us first or allowing people to live in your **property** without our permission. If this happens, we can after 30 days of notifying you to put this right, ask you to repay the **total debt**.

For example, if we discover you have left your **property** permanently without notifying us we may ask for the **total debt** to be repaid. This could happen if after discovering this we believe your **property** has become run down and is in a bad condition.

We accept these are very extreme examples and we hope this doesn't happen, but we do have to make sure our interest is protected against those who don't follow the conditions of the **mortgage**.

If you have a court order against you

If you have a court order against you, the **total debt** will need to be repaid if we believe it could harm the rights we have under this **mortgage** or the value of your **property**. It's unlikely this would happen, but we need to make sure our interest is protected if this were to.

Examples of a court order which may require the **total debt** to be repaid are if you are made bankrupt or have been convicted of a criminal offence and are imprisoned as a result.

If you've been dishonest

If you've been dishonest with the information you've given us in your application, which we've based your mortgage offer on, that would have meant we would have altered the terms of your **mortgage**, then the **total debt** will have to be repaid.

An example would be if you tell us that you have no tenants/lodgers living in your **property** and then we discover after sending you your **loan**, there are tenants/lodgers in your **property**. Had we known about the tenants/lodgers, we may have declined the **mortgage** or we may have asked for an agreement or waiver before agreeing to the **mortgage**.

If your property is subject to a compulsory purchase order

Your **property** may be subject to a compulsory purchase order in the future. If this happens the **total debt** will have to be repaid. An example of a compulsory purchase would be if a motorway is being built and the proposed route is through your **property**. The local authority, can if there is good reason, force a compulsory purchase and sell your **property** so the motorway can be built.

What we can do before or instead of selling your property

If we have to sell your **property** we can, instead of selling your **property** or before we sell it, make you leave your **property** so we can then take possession or develop it. An example of when we may do this is if we have to make improvements to your **property** before we sell it.

Before we sell your **property**, or as an alternative to selling your **property**, we can let your **property**. We can do this even if we haven't taken possession of your **property**. For example we may decide to let your **property** if it becomes difficult to sell it. If we do let your **property**, we'll make sure the let is for no more than six months, and the amount we receive is in-line with market conditions at the time. The money we receive will be used towards;

- firstly, paying off the outgoings of your **property**, for example insurance, then
- repairs and maintenance, then
- interest on the **loan**, and then
- any remaining money towards the **total debt**.

B3 – No Negative Equity Guarantee

We guarantee that where your **property** is sold to repay the **total debt**, by us, you or your **personal representatives**, and the **total debt** is greater than the amount your **property** is sold for, neither you, nor your **personal representatives** will be asked to make up the difference. We call this a 'no negative equity guarantee'.

The no negative equity guarantee applies when the **total debt** is repaid from the sale of your **property**, for example it will still apply if your **property** is sold after 12 months of you dying or going into **long term care**. If the guarantee is used, we'll pay for a professional valuation to be carried out so we can value your **property** before it's sold. We'll also need to agree the sale price is in line with market conditions at the time, before we'll honour the guarantee.

The no negative equity guarantee will not apply if by your actions or inactions you are in breach of any of the requirements set out in section A or B and we reasonably consider the breach to be a serious breach. In these circumstances when the **property** is sold to repay the **total debt**, we will require you or your **personal representatives**, to pay any shortfall between the sale proceeds and the **total debt**, to the extent that we can reasonably consider any shortfall is a direct result of your actions or inactions.

We consider your breach to be a serious breach if by your action or inaction it results or may result in:

- a significant decrease in the value of the **property**, and/or
- a significant negative effect on the saleability of the **property**, and/or
- our security or interest in the **property** is put at significant risk.

B4 – We can enter your property

If, as a condition of the **mortgage**, we've asked you to carry out work on your **property**, we may need to inspect the work which has been done. Before we do this we'll contact you to arrange this. However, in most cases, copies of invoices showing what work has been done will be fine.

There may however be an emergency which means that we'll have to enter your **property**. For example if we're told that a water main has burst in your **property** and we can't contact you to get into your **property**.

Normally, the only reason why we'll ask to enter and inspect your **property** is if we believe your **property** is not being kept in a reasonable state of repair. If we have to carry out any repairs, you'll have to pay for the cost of this. We explain examples of these types of cost in section B4.

If we believe the value of your **property** may be affected or at risk, we can arrange for a valuation to be carried out. This could happen because of something you have not done under these terms and conditions, which you are supposed to do. It could also be because of unforeseen events out of your control, in which case we will pay for the cost of the valuation.

Important

If we have to inspect or carry out a valuation on your **property**, we'll make sure we contact you beforehand.

B5 – We can charge you costs relating to your property

We may, in the future have to do certain things to your **property** which will come at a cost. If we're not responsible for these costs, we'll charge these costs or expenses to you. In most cases we'll claim any Value Added Tax back from HM Revenue and Customs. If we're not able to, we'll also include this.

We have a Tariff of Charges for certain administrative costs which may be incurred during the life of your **mortgage**. Please let us know if you would like a copy of the current Tariff of Charges.

To help you understand when you'll need to pay our costs and expenses, we've included some common examples.

- Any costs relating to repairs or building work needed to your **property** if it hasn't been maintained, and prevents us being able to sell your **property** or could pose a health and safety risk.
- Any work that we've instructed must be carried out when we grant you the **mortgage** and you haven't done this work within a reasonable time.
- Any costs incurred by you leaving your **property** empty for a long time without letting us know, causing your **property** to become run down and in a bad condition. This would mean we would need to carry out repair work.
- The cost of insuring your **property** if you don't pay the insurance.
- Any inspection costs that are required as a result of you not keeping your **property** in a satisfactory condition which would mean that an inspection is needed. For example building surveyors' fees or a builder's repair quote.
- Any costs we have to pay in any legal proceedings relating to the **mortgage** or your **property**.
- Any costs and expenses we have to pay to recover any money you owe us or to exercise the rights we have under the **mortgage** or in relation to your **property**.
- Any costs we have to pay where we do anything you've agreed to in section A, which you haven't done.
- Any administration costs for arranging and managing any work we do in connection with the **mortgage**.

Important

If we do charge you for our costs and expenses we'll send you the detail of these costs, giving you 30 days to pay them. If you're unable to pay these after the 30 days, we'll add them to the **loan** and charge you interest until the costs are repaid. We'll use the interest rate that applies to your **starting loan**. We'll then calculate the interest by compounding it yearly.

B6 – You appoint us as your power of attorney

So that we can protect our interest over your **property**, you appoint us as your attorney. This only gives us certain rights over your **property**, which we detail below.

By appointing us as your attorney we can do the following things in your name and on your behalf:

- receive any money due to you in connection with your **property** or any insurance on it. An example of this is if we have to sell your **property**, we have the right to receive that money to pay off the **total debt**.

or

- to sell or grant a lease on your **property**

or

- to sell any shares you own in any management company which has responsibility for any part of your **property**

or

- to do anything which we or the receiver needs to do to exercise our rights under the mortgage. An example of this would be if we or the receiver have to make improvements to your **property** before we sell your **property**.

This doesn't mean however, that we'll become involved in your personal affairs or your well being. That type of attorney is different and is usually referred to a lasting power of attorney or enduring power of attorney depending on the circumstances.

In section B8 we explain what rights a receiver has in relation to selling your **property**.

While they are acting in our interest, they too will become your attorney. Any of the things we can do in your name and on your behalf in this section, can also be done by the appointed receiver.

What you'll need to do

We'll also need you to do certain things that we're not able to do being your attorney. This includes getting you to execute any appropriate documents connected to your **property**. An example of this is if we need you (or if you've died your **personal representatives**) to sign the transfer deed so your **property** can be transferred to the new owners when it's sold.

This also includes anything which we reasonably think is needed for any of the purposes we've listed in this section or to assist us in exercising any of our powers under the **mortgage**.

When this will end

As we've explained, the reason we're appointed as your attorney is so our interest can be protected. This means that until the **total debt** has been repaid, this right will remain.

Of course, once the **total debt** has been repaid we no longer have an interest in your **property** which means we will no longer be your attorney.

Important

If you're concerned about us being your attorney for as long as the **total debt** remains, please speak to your solicitor.

B7 – What will happen if we sell or take possession of your property

What will happen if we sell your property

If we have to sell your **property** we'll want to sell within a reasonable period of time because the last thing we want is for interest to keep accruing on the **total debt**. We also don't want to sell it below the market value, so we'll make sure your **property** is sold for the best price we are reasonably able to obtain.

There could be circumstances which mean we have to delay putting your **property** up for sale. An example of this is if there are problems with the legal title which need to be resolved before your **property** can be put on the market or if your **property** needs improvements made, so we can receive the best possible price. Remember we will continue to charge interest on the **loan** after we have obtained a Court Order or taken possession, up until the **total debt** is repaid.

What will happen if we take possession of your property

If we end up having to sell and take possession of your **property** we may remove, store, sell or dispose of anything you leave at your **property**. We'll contact you before we do this. We'll give you 30 days notice to give you the time to remove your possessions from your **property**.

As you'll expect, there are costs involved with moving. Sadly we can't cover these costs so we'll have to charge this to you. All reasonable costs in removing, storing, selling or disposing of anything which is left at your **property** will have to be paid by you.

What will happen if you or your personal representative asks us to sell your property

You or your **personal representatives** may ask for us to sell your **property**. An example of when this might happen is if you go into **long term care** and don't want to spend your time selling the **property** yourself.

When your **property** is sold the money received will be paid to you or your **personal representatives** after the **total debt** and other costs have been taken off.

What will happen once your property is sold

Once your **property** is sold, the money received will be used to pay off the **total debt**, including any unpaid expenses as a result of selling your **property**. Any money remaining will then be paid to anyone else who is secured on your **property**. Once they have been paid, any remaining money will be paid to you, (or if you've died your **personal representatives**).

B8 – We can appoint a receiver

When we can appoint a receiver

If we have to sell your **property** for the reasons explained in section B2, we have the power under the Property Act 1925 as a mortgage lender to appoint a receiver. A receiver is a type of manager, whose job is to recover as much of the money that you owe us as they can. We can only appoint a receiver when we have to sell your **property**, (as explained in section B2) and at no other time.

When we can remove a receiver

Once a receiver has been appointed, we can if we decide to remove them or appoint another one in their place.

What a receiver can do

The Property Act says that any such receiver acts as your agent and not ours. This means if they do anything to damage or reduce the value of your **property**, you can't recover that loss against them.

The receiver appointed by us can do everything we can do under the conditions of this **mortgage**. The following are examples of the main things they can do:

- they can take possession of, manage and sell your **property**,

or

- they can employ other people or appoint contractors to carry out work on your **property**, including repairs or rebuilding of your **property**,

or

- they can enter into any agreements or arrangements to do with your **property**,

or

- they can do anything they believe to be necessary to help us to recover the money you owe us.

The receiver may need to borrow money, for example, in order to carry out repairs or improvements to your **property**. If they do, you or your **personal representatives** will have to repay this before the **total debt** is repaid.

Who will pay the receiver

The receiver will be entitled to be paid professional fees for their services, at normal commercial rates. We'll fix this rate, and the amount they'll receive will be a reasonable market rate. The amount will have to be paid by you, or if you've died your **personal representatives**.

Section C – If your property is in Scotland

If your **property** is in Scotland it's important you read this section because there are differences between Scottish and English law, so some of the terms and parts of section B may be different.

Where any of the terms and conditions contained in the **mortgage** are inconsistent with Scottish law and your **property** is in Scotland, Scottish law will prevail.

If you're unsure about this section or any other section, speak to your solicitor.

C1 – Our legal powers in Scotland

If your **property** is in Scotland we will ask you to sign a separate document called a 'standard security'. By signing this document it means in the unlikely event of you breaching these conditions we can enforce certain powers through the 'standard security'.

The use of the 'standard security' is to secure the **total debt**, these conditions and other conditions set by statute under Scottish law when you take out of this **mortgage**.

We will register the 'standard security' in the Land Register of Scotland in order to establish our legal interest as lender against the title to your property. This means if in the unlikely event you do breach the conditions, such as not maintaining your **property**, we can use the rights we have under Scottish law to put the matter right or sell your **property**.

Before we can do this, we'll of course contact you first and work with you and do what we can to make sure the matter is put right.

If, after contacting you and giving you time to put this right, you're still not able to, we can under Scottish law, issue you with a 'notice'.

This will either:

- require the **total debt** to be repaid within two months;

or

- entitle us to enforce the conditions of the **mortgage** because you breached the terms and conditions.

The relevant notice will, along with any other information, detail the **total debt** you'll need to repay or what part of the conditions you have breached.

If you don't carry out what is detailed in the notice then we can apply to the Court in Scotland to enter into possession of your **property**, sell your **property** or force repairs to be carried out to your **property**.

We accept that in most cases this situation will never happen, but it's important we explain what will happen if the terms of these conditions aren't met in Scotland. If you do have any concerns please speak to your solicitor.

C2 – Selling your property

If we do sell your **property**, we'll follow the same standard expected of us under English law along with meeting Scottish law. We'll make every effort to sell your **property** within a reasonable period of time because the last thing we want is for interest to keep accruing on the **total debt**. We have a duty under statute to advertise the sale and take all reasonable steps to make sure the price we obtain for your **property** is the best that we can reasonably obtain.

C3 – Money received from the sale of your property

If after working with you to try to put the matter right as explained in section C1 and you haven't done what we've asked, we can then sell your **property**. The money we receive is then used in the following way:

- firstly, to pay all of our expenses relating to the sale or attempted sale of your **property**, then
- the payment of any prior standard security, then
- the payment of the **total debt**, then
- the payment of any other standard securities.

After all of the above have been paid, then any balance of the proceeds from the sale of your **property** shall be paid to the person entitled to your **property**.

Section D – General conditions

D1 – Further powers

You or your **personal representatives** agree to sign any document and do anything else we reasonably ask you to do in order to meet your **mortgage** obligations. This could include the following situations:

- Where there is an issue with the security we have over your **property** for the repayment of the **total debt**, for example where the mortgage deed needs to be amended or re-issued
- Where you or your **personal representatives** need to protect, manage or sell your **property** for the repayment of the **total debt**

D2 – When we can transfer your mortgage

When we can transfer your mortgage

We can transfer all of our rights under the **mortgage** or part of it to another person at any time. An example of when we could do this is if we decide we no longer want to offer lifetime mortgages.

Before we transfer your **mortgage**, we'll of course write to let you know and explain exactly how it will affect you.

What else we can transfer

We can also transfer all or part of the administration of this **mortgage**. This might mean, for example the person who you send your insurance renewal to will change.

Will my mortgage be affected by any transfer?

No. Your existing **mortgage** won't be affected. The interest rate and the terms of your **mortgage** will stay the same.

D3 – How we'll contact you

If you ask us for permission to do something to your **property** we'll confirm this in writing to you. The same applies for any notice that we may issue you. Of course, if we need to send this to your **personal representatives** we'll send it to them, so it's important they let us know if their address changes.

D4 – The rights of anyone else under the terms of the mortgage

The **mortgage** is agreed between you and us. If this is a joint **mortgage** you are both responsible together and individually for the obligations and benefit from the rights under the **mortgage**. We may ask either one of you or both of you to perform such obligations.

Under the Contract (Rights of Third Parties) Act 1999, a third party can sometimes gain rights under a contract. So in order to make sure that the rights under the **mortgage** are not given to third parties without us knowing or intending to, this is excluded under this **mortgage**.

D5 – The law that applies to this mortgage

This **mortgage** (other than any document creating security over a property in Scotland) and any matters relating to it are governed by the laws of England and the courts of England and Wales will have jurisdiction to settle any disputes or claims under this **mortgage**. Documents which create security over property in Scotland will be governed by Scottish Law and the courts of Scotland will have jurisdiction to settle any disputes or claims under the **mortgage**. We will always communicate in English.

Also, if any part of the **mortgage** is found to be legally unenforceable, the other parts will be unaffected and will remain in force. If we choose not to, or can't enforce any of our rights under the mortgage, we will still be able to enforce all of our other rights. If we don't immediately exercise any right that we have under this **mortgage** this won't stop us from exercising that right or any other right under the **mortgage** in the future.

D6 – When we may change your terms

We may make changes to these terms and conditions from time to time without your consent in the following circumstances:

- To correct any mistakes in your terms and conditions which reasonably require to be corrected;
- To make your terms and conditions easier for you to understand or fairer to you;
- To allow you to benefit from any enhanced or additional features or services we make available in connection with your **mortgage**;
- To reflect changes in our systems or processes used in connection with your **mortgage** where the change is needed to improve the operation of those systems or processes;
- To comply with any change in the law, regulatory requirements or codes of practice, or the way in which they applied, where they apply to us.

We will always ensure that any change made to your terms and conditions without your consent is reasonable, fair and proportionate and would not be to your disadvantage.

Section E – How to contact us

E1 – Contact us

If you need to write to us about your plan, our address is: Savings and Retirement Team, PO Box 11075, 51 Saffron Road, Wigston, LE18 9JG.

Alternatively you can call us on **0800 0288 974** or email us at **equityreleaseservicing@LV.com**.

E2 – How to make a complaint

If you have a complaint about any part of the service you receive from us, it's important that we know about it, so we can help put things right.

You can let us know by calling us on **0800 783 7533** (for textphone, dial 18001 first). Or, you can write to us at: Savings and Retirement Team, PO Box 11075, 51 Saffron Road, Wigston, LE18 9JG. Your complaint will be dealt with promptly and fairly and in line with the Financial Conduct Authority's requirements, and if you want more information on how we handle complaints, please contact us, or visit **www.LV.com/complaints**.

We hope that we will be able to resolve any complaint that you have. If you're unhappy with the resolution of your complaint, the Financial Ombudsman Service may be able to help you free of charge, but you'll need to contact them within six months of receiving our final response letter.

Their website is **www.financial-ombudsman.org.uk** which includes more information about the service, including details of the various ways they can be contacted. If you make a complaint it won't affect your right to take legal action.

You can get this and other documents from us in Braille or large print by contacting us.

LV Equity Release Limited, Pease House, Tilehouse Street, Hitchin, Herts SG5 2DX.

38425-2022 02/23